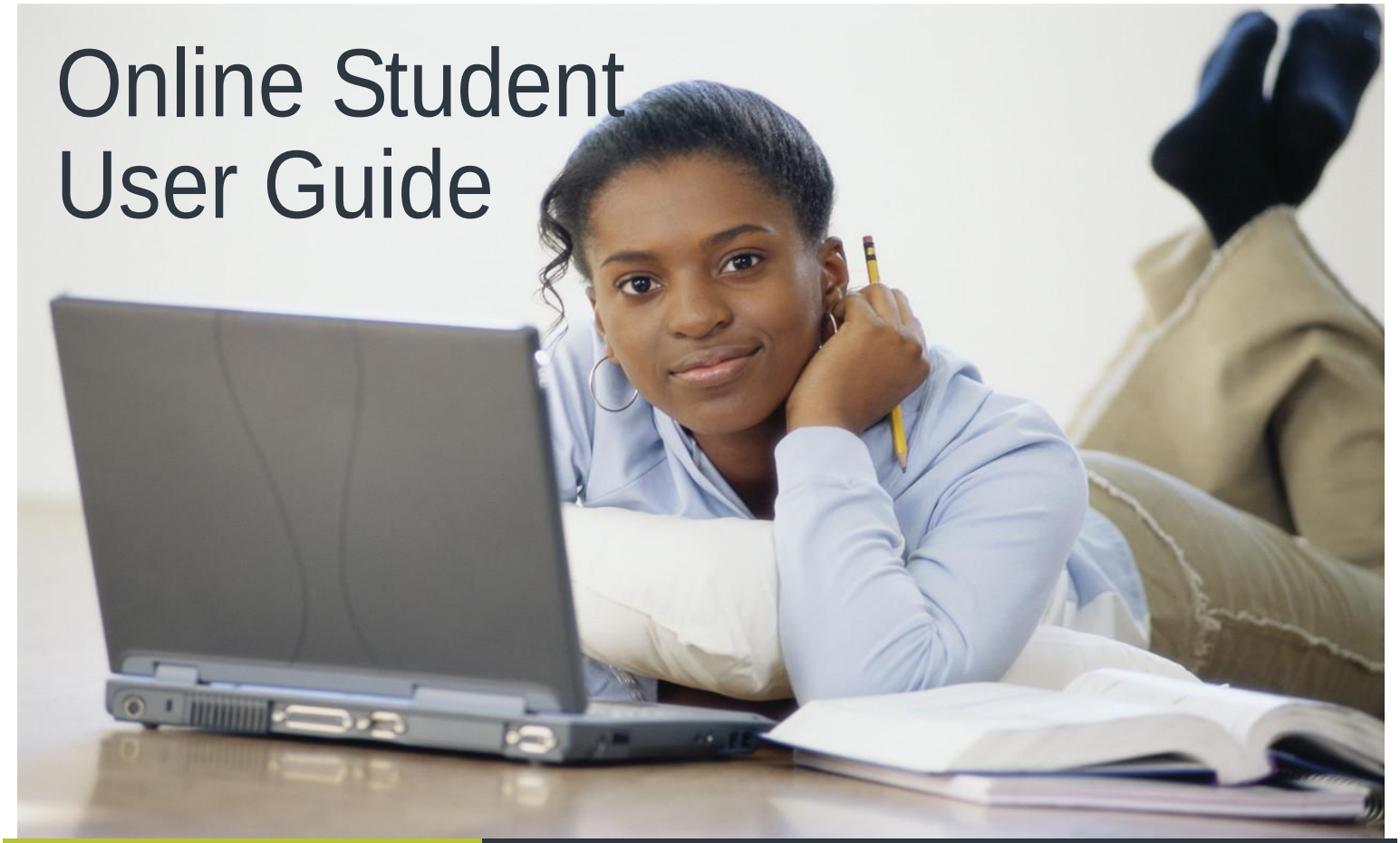
Online Student User Guide



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Welcome to Online Learning!

So you are thinking about taking an online class – great! Learning online can be exciting and fun…it is the latest wave in education. But it can also be scary and a lot more work than you thought. So you should make sure that an online class is right for you before jumping in!

The purpose of this guide is to help you answer the question "Is an online class right for me?" It will also provide you with the information you'll need in order to survive and thrive in an online course and will spell out the "ground rules" for participation in an online class – the policies and procedures that help us maintain security and academic integrity in our courses.

We hope you find this guide helpful, but if you have unanswered questions after reviewing it, please contact the chair of the Distance Education Committee using the Resource Contact Information link provided to the left.

Frequently Asked Questions about Online Learning

- **What is an online class?**
  - An online class is a for-credit course in which 85% or more of the course content is taught online (on the computer through the internet). Face-to-face meetings are limited to an on-campus orientation and proctored midterm/final exams, evaluations, or hands-on laboratory activities.
- **What is the difference between a hybrid course and an online course?**
  - A hybrid course will generally require more on-campus attendance than an online course. By definition, a hybrid course is a for-credit course that is a combination of online and in-class instruction with reduced in-class seat time. In a hybrid course, more than 15% but less than 85% of the course content is taught online rather than in face-to-face meetings.
- **What are the academic prerequisites for taking an online class?**
  - There are no academic prerequisites for taking an online course other than the normal prerequisites required for the equivalent traditional on-campus course. See the College Catalog for more information on descriptions and prerequisites for courses in specific programs.
- **Are there other requirements for taking an online class?**
  - Yes – students who register for online classes must have access to an up-to-date, reliable computer with high-speed internet. Although College computers in open labs can be used for online coursework, the availability of such computers is limited to the College's hours of operation, which may not be convenient for you. Also, particular online classes may require additional hardware and software necessary for complete participation in the course. See the course syllabus for more information. Also, before taking an online class, you should be comfortable with basic computer operations such as keyboarding, receiving and sending e-mails with attachments, managing electronic files, and browsing the internet.
- **Is an online class right for me?**
  - Only you can answer that. Some factors to consider are your work schedule and family responsibilities, how comfortable you are with technology, how well you manage your free time, and how much self-discipline you have for completing assignments in an unsupervised environment. To find out if online learning is right for you, take the College's Online Learning Readiness Assessment.
- **Do I have to attend the online course orientation if I've had an online class before?**
  - Yes! The orientation is a mandatory on-campus session for each online course. Failure to attend will result in withdrawal from the course. You will need to present valid photo identification at the orientation and at each required on-campus session, which will include at least a midterm and final exam, evaluation, or lab activity.
- **What is Moodle?**
  - Moodle is the online course management system that the College uses for most of its online classes. It is a software package that allows instructors to create course websites where students can access learning resources, take tests, and communicate with the instructor and other students. You will learn to work within Moodle at the mandatory on-campus course orientation.

- ## How can I succeed in an online class?
  - Success in an online course cannot be summed up in a few words. There are many things that you must do to ensure that you do well in an online class, including logging into the course website weekly, meeting deadlines and maintaining frequent, close contact with your instructor. See Tips for Success in an Online Class for more information.
- ## How do I get technical support?
  - Technical assistance for students in an online class is provided in a tiered support system; the foundation of this system is the Moodle FAQ module which can be found at the Moodle log-in screen and which is available 24/7. The course instructor serves as the primary personal contact for help with issues outside the most commonly encountered problems covered by the FAQ module. The course instructor will provide contact information and office hours on the course syllabus and will discuss technical support at the course orientation. If your instructor cannot help you resolve your problem quickly, he or she will contact the College's Moodle administrator, who will work with the Assistant Dean of Information Technology, Safety and Security to ensure that your issue is resolved in a satisfactory and timely manner.
- ## How do I get academic help?
  - Your first step should be to contact your online course instructor, who is available for one-on-one help during the hours posted on the course syllabus. If your needs exceed what the instructor can reasonably provide, he or she may recommend that you contact Student Support Services, a federally funded organization devoted to ensuring the academic success of minority, low-income, and first-generation college students. Student Support Services provides free, personal tutoring for students who qualify. You can also access academic support through HomeworkAlabama, an online tutoring service made possible by the State Library of Alabama (APLS) through local public libraries. One-on-one help is available free of charge from subject matter experts in the areas of math, science, social studies, and English. Further academic support is available for online math students through Pearson Education's Tutor Center (http://aw-bc.com/tutorcenter/math.html), which provides free online and phone tutoring to any student who has purchased the Pearson textbook or MyMathLab access kit for an online math course at Trenholm State.
- ## How can I protect my computer from viruses when taking an online class?
  - Students who are using personal computers with the Microsoft Windows operating system can protect their machines from spyware, viruses, worms, Trojans, and other malicious software by maintaining up-to-date security software available from Microsoft. You can download Microsoft Security Essentials for free from the Microsoft Safety and Security Center website.

Student's Rights and Responsibilities

(Excerpt from H.Councill Trenholm State Technical College Distance Education Policy Manual)

General Information

Every student enrolled in a distance education course at H. Councill Trenholm State Technical College will be under the same guidelines that apply to traditional, face-to-face instructional courses. All policies that appear in the student code of conduct portion of the Student Handbook, which is available from Student Services and online, are appropriately applied to distance education (i.e., attendance, academic misconduct, plagiarism, cheating, and harassment, etc.).

Entrance Requirements

Entrance requirements for distance education courses are essentially the same as the requirements for traditional courses. However, distance education students must also have access to a personal computer with Internet service and must maintain a working e-mail account. Upon admission to the institution, each student is issued a College e-mail account which can be accessed through Web Mail at the College website. An Online Learning Readiness Assessment is available on page 18 of this guide. Students who are considering enrollment in an online class should complete this assessment to determine their preparedness and likelihood of success in using this method of learning.

Electronic Security

Contact through electronic media is the foundation of distance education. Just as in traditional methods of communication, messages may be intercepted or received by individuals other than the intended recipient. H. Councill Trenholm State Technical College works under the protection of secure passwords and firewalls. However, messages intercepted or received by individuals other than the intended recipient are not the responsibility of H. Councill Trenholm State Technical College. Neither is the College responsible for any loss of data or hardware damage due to computer viruses transmitted through online course interactions. Students who are using personal computers with the Microsoft Windows operating system can protect their machines from spyware, viruses, worms, Trojans, and other malicious software by maintaining up-to-date security software available from Microsoft. You can download Microsoft Security Essentials for free from the Microsoft Safety and Security Center website.

Academic Integrity/Identity Confirmation

Students enrolled in online courses must adhere to the same standard of student conduct that applies to students enrolled in traditional courses, including those related to academic honesty (see College Catalog for more information). In particular, students are prohibited from disclosing user IDs and passwords or enrollment keys that grant access to online courses or assessments within such courses.

Furthermore, a student who enrolls in an online course and receives credit for that course must be the same person who participates in the course activities, completes course assignments, and takes the course exams. To ensure that this is the case, students enrolled in online courses are required to present valid photo identification (e.g. driver's license, College ID, military ID) at all mandatory on-campus sessions, which at the minimum include an orientation, midterm exam/evaluation, and final exam/evaluation. Any student who cannot present such identification may not participate in the activity. Specific courses may require additional on-campus activities and/or technology-based identity authentication measures for online tests. Grades earned at on-campus evaluation sessions will constitute at least 50 percent of the student's final course grade.

Course Participation/Attendance

Electronic interaction among learners and the instructor is a viable and vital portion of distance education. Students must actively participate in all aspects of the course, which may include electronic discussions (online forums and/or chat sessions), by providing input and responding to questions presented by the instructor throughout the course.

According to the College attendance policy (see the College Catalog), students must demonstrate a minimum level of participation to receive college credit for a course. For online courses, students must attend a mandatory on-campus orientation session and must log in to the online course website during the first week of the beginning course date. Failure to do so will result in withdrawal from the course. Students must also complete an on-campus midterm and final exam/evaluation. Specific courses may require additional on-campus tests, labs, or other activities as indicated in the course syllabus. If a student cannot appear on campus at the required time, it is up to that student to contact the instructor in advance to make appropriate arrangements for an approved proctored session. All costs associated with proctoring and with travel to and from the campus or proctor location are the responsibility of the student.

Active, weekly participation in the online course through completion of assignments or participation in online course activities is mandatory. Activities and assignments required for students to demonstrate active weekly participation are determined by the online course instructor and are listed in the course syllabus. They may include discussion forums, chat sessions, group projects, quizzes, homework, tutorials, or any other activity that requires student engagement in the learning process. Students who fail to log in and complete required assignments for any three weeks (consecutive or not) during fall or spring semester (any two weeks in the summer term) will be withdrawn from the course. For official records (including financial aid), the last date of attendance for a student withdrawn from an online class will be the last day the student demonstrated active participation in the course.

If a student officially withdraws or is withdrawn (breaks the participation policy) prior to completing 70 percent of the term (see the current semester calendar), he/she will receive a grade of "W." A student who breaks the participation policy after 70 percent of the term has been completed will receive zeros on all assignments missed. No makeup work is allowed after the 70 percent point in the term unless the student is able to document justifiable extenuating circumstances.

Refund Request

Distance education courses are held to the same financial policies and standards as traditional courses. All drop/add dates are applicable to any and all H. Councill Trenholm State Technical College courses. Therefore, all refund and payment deadlines are applicable to distance education courses and traditional courses alike. The College Refund Policy can be found in the College Catalog. Courses that have insufficient enrollment or for which no qualified instructor is available will be cancelled and removed from the listing of course offerings.

Grievance and Appeal

H. Councill Trenholm State Technical College recognizes that in order to efficiently and effectively fulfill its mission, its students must feel confident that any valid complaint made concerning the College will be promptly addressed by the appropriate authorities. Therefore, the Grievance and Appeal Procedure outlined in the Student Handbook will also apply to students taking distance education courses.

Students who are enrolled in distance education courses offered by the College are afforded the same rights as those who attend traditional college courses. Students have specific rights such as the right to adequate contact with their assigned instructor, the right to comparable instruction, resources, and materials, and the right to question the policies and procedures of their respective instructor.

Access to Campus Facilities and Services

Students who are enrolled in distance education courses are entitled to use all on-campus facilities, such as libraries,

bookstores, and computer labs. In addition, links on the College's website provide access to or information on all student resources and services, including the Student Handbook, College Catalog, registration, library/research assistance, counseling, financial aid, tutoring, job placement, and more.

Internet Access and Hardware/Software Requirements

H. Councill Trenholm State Technical College is not an Internet service provider, nor does the College provide personal computers to distance education students. The College does provide each enrolled student with an e-mail account and maintains open computer labs with internet access in the Learning Enhancement Center (LEC) on each campus. Students may use the computers in the LEC for work in online classes within the LEC set hours of operation.

For certain courses, additional software may be required as indicated in the course syllabus. Generally, such software requirements are limited to free "plug-ins" that can be downloaded from a safe website. Instructions for downloading software will be included in the course syllabus and appropriate links posted on the course website. It is the student's responsibility to download this software to his/her own home computer. Certain online technical courses may require the purchase of professional software, the use of which is the focus of the course. Again, students are responsible for the acquisition of such software, which is made clear in the course syllabus. Students are expected to meet the requirements of the College's online courses. If a student cannot fulfill these requirements, then he/she should not enroll in the online course (or should withdraw from it if already registered).

The College is not responsible for the loss of use of a student's personal computer through any mishap or misfortune. If a distance learning student loses the use of a computer or Internet connection after orientation to the course, then it is that student's responsibility to contact the instructor and personally make arrangements to temporarily submit assignments in a manner and time frame acceptable to the instructor. In such cases, students are obligated to seek alternative access to a computer with internet connections as soon as possible.

Technical Support

The College is committed to providing quality and timely technical support for students enrolled in any online class. One of the ways the College provides support is through hands-on training in the mandatory on-campus orientation. During the orientation, students learn to establish their user account, log into the course website, navigate the online course environment, download any necessary software plug-ins, access and use learning resources, complete online assignments, take online tests, communicate with the instructor and other students, and obtain academic help and technical support.

After the orientation, students who experience technical problems in an online course posted on the College's Moodle course management system should first consult the FAQ (Frequently Asked Questions) self-help module posted on the Moodle system homepage. If this does not help, the student should contact his/her course instructor, who has been trained and certified by the College to develop courses and teach online using Moodle. If the course instructor is unable to help the student resolve the issue, the instructor will contact the College's Moodle Administrator, who may contact the student directly or who may give instructions to the instructor for providing the necessary assistance to the student. If the Moodle Administrator is unable to solve the problem, he/she will contact the College's Director of Information Technology. The instructor will stay in contact with the student throughout the support process to ensure the student is kept informed of progress and receives the help needed as soon as possible. Students may also seek assistance, if they desire, through the moodle.org website.

Students who experience technical problems in an online course posted on a publisher-provided course management system such as MyMathLab should follow the instructions for obtaining technical support that are provided in the course syllabus and discussed in the orientation session. These may include directions to contact the publisher's technical support team first. Students who seek assistance from such a source should keep their instructor informed

during the process in case the problem is not resolved immediately.

Online Student Profiles

Each student is encouraged to create a personal student profile in the online course website. Such profiles typically include a digital photograph of the student. Photos posted in student profiles must conform to the College's standards for public viewing, which prohibit the depiction of alcohol, tobacco, drugs, profanity, racial slurs, offensive slogans, and clothing that is excessively revealing. Photos should be yearbook style photos (headshots, not group photos) and are subject to review and approval by the course instructor.

Privacy of Student Records and Personal Information

Students enrolled in online and hybrid courses at the College are entitled to the same rights of privacy as students enrolled in traditional on-campus courses. These rights are outlined in the Family Educational Rights and Privacy Act (FERPA) of 1974, which is designed to protect the privacy of students' educational records. The policies and procedures used by the College to ensure that students' FERPA rights are protected is outlined in the Student Handbook portion of the College Catalog and are applied to online, hybrid, and traditional on-campus courses alike. Additional security measures are implemented for online course environments as follows:

- The College utilizes settings for its online course management systems (Moodle and Pearson Education's MyLab) which force log-ins and keep anonymous users and search engines away from student profiles.
- Log-ins to the online course management systems require user names and secure passwords that are unique to each student.
- Each online/hybrid course website utilizes a unique, confidential "enrollment key" issued only to students registered for the course and to certain approved visitors (other College personnel assigned to evaluate the course, College IT technicians, accrediting agency reviewers, guest lecturers, etc.). Enrollment keys are established and provided by the course instructor. No one can enter an online/hybrid course website without first enrolling in the course using the enrollment key.
- Online/hybrid courses protect the privacy of student grades through electronic gradebooks that allow a user to see his/her own grades only. No posting of classwide grade reports is permitted.

Students should NOT expect complete privacy within certain course activities conducted in the online course environment. For example, classwide discussion forums are required events of every online course and hybrid course. Students' posts to discussion boards are automatically visible to all other students, instructors and approved guests enrolled in the online course website. Likewise, particular courses may require group projects or public performances or posts of work to accomplish the educational objectives of the course. The nature of such assignments precludes any expectation of complete privacy. Individual course syllabi include information on such assignments.

How to Succeed in an Online Class

1. General Tips

- **Manage your time.** Set aside a generous block of time each week to work on your online course. Ideally, you should schedule twice as much time for an online class as the course would normally meet on campus if you were taking it through traditional means. Stick to this schedule!
- **Embrace your syllabus.** Read and review the course syllabus thoroughly. Get familiar with course policies such as those dealing with participation/attendance, grading, online communication, and late submissions.
- **Use a calendar.** Print out the course calendar and keep yourself apprised of due dates for assignments and tests.
- **Ask for help.** Find out where to go for help and seek assistance immediately if something goes wrong, either academically or technically. Instructors are more able to work with a student who is having a problem if the student seeks help promptly. Waiting too long to report a problem shows unconcern and a lack of responsibility and may lead to zero grades on assignments and/or result in a recorded absence for that week.
- **Don't be shy.** Participate fully in the online discussions and chat sessions. Getting to know your fellow students through these class-wide communication forums will greatly increase your enjoyment of the course and your understanding of the academic material.
- **Keep in touch.** Keep your instructor's contact information handy and communicate with him/her regularly. Let your instructor know what about the course helps your learning and what hinders it. He/she will appreciate hearing from an interested student.
- **Show ID**. Remember that you MUST bring a valid picture ID to all on-campus sessions for online/hybrid courses. If you do not bring your picture ID, you will not be permitted to participate in orientation, midterms, finals or other scheduled events that require student identity confirmation. This is a critical component of your success in the online/hybrid class.
- **Make it real**. Treat your online class like you would a regular, on-campus class by accessing the course website regularly, keeping a class notebook, taking good notes as you watch slide shows or videos, and asking questions.
- **Go overboard**. Do any extra problems, questions, or reading that is recommended, even if it is not for a grade. Practice makes perfect and more practice means a better grade.

2. Technology Tips

- **Know your limitations**. Don't register for an online class if you are a technophobe! Being successful in an online class requires good keyboarding skills, experience sending and receiving e-mails with attachments, general knowledge of electronic file management techniques, and comfort in browsing the internet and downloading software plug-ins.
- **Know your log-in information.** Write down your user name and password and keep them in a secure, private place. Do not share your user name, password, or course enrollment key with anyone. Find out early how to retrieve a forgotten password and how to change it if necessary.
- **Clean your machine.** Turn off any pop-up blockers and other firewalls running on your computer before logging into the course website. Be sure to enable "cookies" in your internet browser. Turn pop-up blockers back on after logging out of the course website.

- **Read the screen.** Pay attention to on-screen instructions, especially when taking tests. Clicking outside of a test window could cause your test to be submitted for grading before you are finished taking it.
- **Stay connected.** Check your e-mail several times per week, daily if possible – your instructor may send out an important communication that is time sensitive.
- **Get the tools early.** Download any necessary "plug-ins" such as Adobe Flash, Adobe Acrobat Reader, Apple QuickTime, etc… from the web links located on your online course homepage or printed in your syllabus to your personal computer immediately. You will not be able to fully interact with the learning resources at the course website until you do this!
- **Roam around.** Spend some time getting familiar with the course website. Practice accessing all the different types of learning resources available.
- **Get organized**. Create an electronic folder for your computer work for the semester and save this work for the entire semester. Always back up your work on a DVD or flash drive in case your system crashes. Otherwise, you may lose all of your hard work with no means of recapturing the materials.

How to get Technical Support in an Online Class

The College is committed to providing quality and timely technical support for students enrolled in any online class. One of the ways the College provides support is through hands-on training in the mandatory on-campus orientation. During the orientation, you will learn to establish a user account, log into the course website, navigate the online course environment, download any necessary software plug-ins, access and use learning resources, complete online assignments, take online tests, communicate with your instructor and other students, and obtain academic help and technical support. After the orientation, if you experience technical problems in an online course, follow these steps:

Moodle Courses

1. **Click on the "FAQ" (Frequently Asked Questions) link** located on the log-in screen of Moodle. See if your problem is a listed question and if so, follow the instructions given to resolve the problem.
2. If the FAQ link does not help, **contact your online course instructor** using the contact information given in the printed syllabus that you received at the course orientation. If contacting by phone, have all information relevant to your problem, including the exact wording of error messages, jotted down on paper so that you can thoroughly describe the problem. If contacting by e-mail, include this information in the e-mail. Be sure to leave a voice mail if your call is unanswered and include your name, date and time of call, nature of the problem, and phone number where you can be reached. If your instructor is unable to help you solve the problem, he or she will contact the Moodle Administrator, who will work with the Assistant Dean of Information Technology, Safety, and Security to ensure that your issue is resolved in a timely manner.

CourseCompass/Pearson MyMathLab Courses

1. At the Pearson/MyMathLab log-in page, **click on "FAQ" (Frequently Asked Questions) link** under "Students". See if your problem is a listed question and if so, follow the instructions given to resolve the problem.
2. If the FAQ link does not help, **click on the "Support" link** under "Students" on the CourseCompass log-in page and scroll down until you see the area titled "Customer Service and Technical Support". Click on the "Support Site" link and then follow the on-screen instructions to either e-mail or chat with a customer support agent. You can also phone Pearson Education's technical support help-desk at **1-800-677-6337**. If your issue is not resolved within 24 hours, notify your instructor and keep him/her updated until the problem is solved.

For courses posted on Platforms other than Moodle and MyMathLab follow the instructions for obtaining technical support that are provided in your printed course syllabus.

How to Get Academic Help for an Online Class

The academic support of students enrolled in distance education courses is a priority for Trenholm State. We want you to succeed! If you find that you are not doing well in an online class, don't put off getting help – if you do, you may fall so far behind that you cannot catch up. Follow these steps to get the assistance you need:

1. **Talk to your instructor**. The most important academic resource in any class, whether it is online or traditional, is your instructor. He or she knows the course material better and is more prepared to help you than anyone else. So start by contacting your instructor by phone or e-mail. Make an appointment to meet either in person or online to discuss your progress in the class, where you are faltering, and how to get back on track. Bring with you your class notebook with syllabus, notes, tests, and completed assignments. Show up with your materials organized and with a list of questions and concerns. Share with your instructor the things about the online course environment that help you learn and those that hinder your learning. Your instructor will be thrilled to help a student who cares enough to prepare that much!

2. **Contact Student Support Services**. You and your instructor may decide that you need extended time with a personal tutor to conquer course material that is particularly difficult for you. If so, contact Student Support Services on either the Patterson campus or Trenholm campus. Student Support Services is a federally funded organization dedicated to helping students earn associate's degrees. They provide one-on-one and small group tutoring free of charge to the participants in their program. The professional tutors and peer tutors employed by Student Support Services are familiar with the coursework required in the online courses offered within their area of expertise and maintain flexible schedules that accommodate distance education students. To qualify for membership in Student Support Services, you must be a minority, low-income, or first-generation college student. As a member, you will also benefit from the many social and educational activities sponsored by Student Support Services. These include cultural field trips, study skills seminars, financial planning workshops, and more.

3. **Use an online tutoring service**. If you do not qualify for membership in Student Support Services, you can still receive free, personal tutoring in certain subjects from experts in the field. For help with math, science, social studies, and English, contact HomeworkAlabama online. HomeworkAlabama is an online tutoring service made possible by the State Library of Alabama (APLS) through local public libraries. If you are having difficulty with an online math class at Trenholm State, contact Pearson Education's Tutor Center , which provides free online and phone tutoring to any student who has purchased the Pearson textbook or MyMathLab access kit for an online math course at Trenholm State.

H. Councill Trenholm State
Computer Systems Acceptable Use Policy

This policy defines acceptable uses of computer hardware, software, networks, and communication lines, Internet access, and Email transmissions, herein referred to as systems. H. Councill Trenholm State Technical College faculty and staff must read this policy before being granted access to the College Systems. Violations of this policy may result in restricted use of Systems and/or disciplinary action. Systems are provided for business purposes only, and faculty, staff and students are encouraged to utilize this technology as a tool to efficiently perform their job tasks. Systems are owned by the College and subject to access by the Information Technology division for maintenance, repair, updating, or monitoring. Documents, spreadsheets, database, and Email transmissions on any System may be subject to examination at any time. Users must comply with all Federal, State, or local laws and regulations, and applicable policies of accessed networks such as the Alabama Research and Education Network.

Statement on Appropriate Use of Information Technology Facilities and Services

1. Trenholm State Technical College is committed to ensuring a working and learning environment in which all persons treat others with humanity and respect.
2. The user bears the primary responsibility for the material that he or she chooses to access, send or display.
3. Instructors teaching programs requiring the placement of equipment on the College network must submit in writing to the President, a request to install equipment on the college network. Request must include the intended use of such equipment and controls to be implemented by the instructor insure their students do not interfere with the administrative network resources. Instructors are solely responsible for the actions of their students in the classroom.
4. The user must use the computing facilities and services in a responsible fashion. This requires that the user:
   - Respect the legal protection provided by copyright and license to programs and data.
   - Respect the privacy of others by not tampering with their files, passwords, or accounts, or representing others when messaging or conferencing.
   - Will not interfere with others access to computing facilities and services
   - Use on computer IDs or accounts and communication facilities that the user is duly authorized to use, and use them for the purposes for which they were intended. Revised – June 23, 2010
   - Will not make excessive demands on network resources and capacity, for example by listening to Internet radio/or viewing streaming media not directly related to the business of the College.
   - Respect the integrity of computing systems and data; for example, by not intentionally developing programs or making use of already existing programs that harass other users, or infiltrate a computer or computing system, and/or damage or subvert the software components of a computer or computing system, or gain unauthorized access
   - to other facilities accessible via the network, or attempt to reverse engineer or interfere with college administrative or instructional operations.
   - Use computing and communication facilities in a manner that is consistent with the ethical principles set forth by the College and with accepted community standards.
   - Does not bring or attempt to use software otherwise known as password sniffers within the college network. This software is explicitly illegal within the college network and any use will lead to suspension of computer services and disciplinary actions.
5. Information Services will suspend the computing privileges of anyone contravening these guidelines.

Statement on Email

1. There is no guarantee or expectation of privacy with an email message; email is easily re-distributed, and can (with specialized equipment) be read in transit. With this in mind, users should take care in the phrasing and

content of messages they send. Use of online email systems through the college network such as Gmail, Yahoo, and AOL for example are not stored on equipment owned by the State, however content submitted via the web to these providers are subject to monitoring. Therefore no expectation of privacy should be expected when using the college systems to access these external systems.

2. Any unauthorized attempts to read, copy, modify or delete email messages of other users is prohibited. Modification of message headers can be detected and strictly prohibited.
3. Only those who have been permitted to use the email system and have been granted a password may use the system. Unauthorized use is prohibited.

Statement on Use of the Internet

1. Every Internet site visited using the system is capable of identifying the user as a representative of the College. Accordingly, all activity on the Internet must be governed by discretion and good judgment.
2. Use of the college network in an attempt to gain unauthorized access to remote systems is prohibited or any system you are not explicitly authorized is prohibited.
   Revised – June 23, 2010

The Digital Millennium Copyright Act (DMCA)
Peer-to-Peer File Sharing Policy

Copying, distributing, and downloading copyrighted materials, including music, videos, and games for which you do not have the owner's (copyright holder's) permission are a violation of federal law. Compliance with federal copyright law is expected of all students, faculty, and staff. If you download and/or distribute unauthorized copies of copyrighted music recordings and movies, you are breaking the law and may be held legally liable for thousands of dollars in damages. Federal law provides severe penalties for the unauthorized reproduction, distribution, or digital transmission of copyrighted materials. The FBI investigates allegations of criminal copyright infringement and violators are prosecuted.

What Faculty/Staff Should Know

Most P2P software turns file sharing on by default as soon as the software is installed. This means that others may access materials on their computer without their knowledge, whether they have given permission or not. Downloading copyrighted music or movie files without permission is illegal. It is also illegal to share purchased music or movie files with others, again, whether they are aware that they have done it or not. If they install P2P software, they should turn the file sharing options off. They should also be made aware that if they are sharing materials inadvertently, they are still liable for violating copyright law. Distribution of copyrighted material, including music, games, and movies, for which you do not have the owner's permission is a violation of federal law and college policy.

Popular file-sharing programs, such as KaZaA, LimeWire, Grokster, and Morpheus, commonly share downloaded music, movie and other files from your computer with users worldwide if you do not take specific actions to prevent this. Copyright holders and their agents frequently scan colleges' networks for copyrighted materials (especially music, games, or movies) that are available to others from computer systems on the college network. The college receives many notices from organizations acting as agents for media companies, alleging copyright infringement by users of the college's computing network.

Alleged Repeat Offenders: The process for faculty/staff alleged "repeat offenders", i.e. for faculty/staff who are the subjects of more than one DMCA notice, is to permanently remove their access to the Internet and other disciplinary actions taken as determined by the individual's supervisor, dean and president as deemed appropriate.
Revised – June 23, 2010

Reporting Alleged Copyright Infringement Policy

Faculty, staff, students and affiliates utilizing college infrastructure must comply with U.S. copyright laws. The college reserves the right to remove or limit access to material posted on college-owned computers if it is alleged that U.S. copyright laws have been violated. If the college determines that U.S. copyright laws have in fact been violated, the infringing material will be permanently removed. The Information Technology division shall periodically monitor the college network for violations of this policy and report findings to the appropriate Dean.

Statement on Security

1. No user is to give out their user password or other system access passwords to anyone except as approved by the Network.
2. Users of portable hardware or remote access hardware supplied by the College are responsible for ensuring that reasonable measures are taken to prevent the loss or theft of that equipment.
3. A computer must not be left logged onto the Network if a user anticipates being away from their desk for more than 30 minutes, or should be set to use a password protected screensaver.
4. Users shall not circumvent login procedures in order to gain access to the System.
5. Employee and student records are protected under Federal and State laws.

Statement on Software Licensing

1. Trenholm State Technical College is taking an active role in the issue of software privacy. Please read and respect all copyright notices on all software that you use. The principles for using and managing software derived from U.S. copyright law and legal agreements in the form of licenses and purchase agreements. That foundation makes the basic policy governing software clear.
2. All faculty, staff, and students of Trenholm State Technical College are required and expected to obey the laws and legal agreements governing software use. Failure to do so can lead to monetary damages and/or criminal penalties for the individual violator and the College.
3. Only license software owned by the College will be installed and used on the College computers. Loading of personal software of any kind is prohibited. Some software may be installed for a limited time for evaluation purposes with approval of the software owner. Such evaluation should not exceed 30 days and the software removed if not purchased.
   Revised – June 23, 2010

H. Councill Trenholm State Technical College
Student Contact Resources
Patterson Campus (P); Trenholm Campus (T)

Dean of Academic Services
Ms. Barbara Anne Spears (420-4479)
(T) Building B – Room 101

Academic Advisors (Instructors For Major)
(After Your First Semester)
Campus-Wide
- Student Schedules
- Advising

Dean of Student Services
Ms. Beverly Ross (420-4332) (420-4320)
(T) Building "F" (Financial Aid area)
- Student Activities
- Starting Clubs/Organizations Grievances
- Complaints /
- Other Student Concerns

Director of Admissions and Records
Ms. Tennie McBryde, Trenholm/Building "F" (420-4306)
- Grades
- Transcripts
- Enrollment Confirmation
- Admission Packages
- Drop & Add
- Withdrawal
- Transfer Credit
- Address/Phone/Name Changes
- Lost & Found
- Application for Graduation

Director Of Student Support Services
Dr. Jackie Peterson (P) Building "M" (420-4298)
(T) Building "F" (420-4326)
- Tutorial Assistance
- Cultural Enrichment
- Personal Counseling
- Career Counseling

Services For Students With Disabilities
Ms. Beverly Ross (T) Building "F" (420-4332)
- Learning Disabilities
- Physical Disabilities
- ADA/504

Distance Education Committee
Dr. Vicky Ohlson, Chair (420-4382) (P) Bldg. B, 107A
vohlson@trenholmstate.edu

Financial Aid
Ms. Betty Edwards (T) Building "F" (420-4321)
Ms. Martha Arrington (P) Building "C" (420-4292)
- Scholarships
- Financial Assistance (Pell, SEOG, VA, Etc.)

Ms. Linda Greene (420-4322) (T) Building "F"
- Work Study Coordinator

Campus Security
334-262-6362 [Identify your exact campus location]
- Campus Parking
- Security Concerns

Assessment & Learning Enhancement Centers
Ms. Delois Curry (P) Building "J"; (T) Building "F" (420-4371)
- Assistance with Internet research
- Keyboarding practice programs
- Math, English and reading skills strengthening (including Passkey program)
- Time management skills
- Test taking tips and more
- COMPASS assessment retests

Job Placement
Dr. Bruce Gearheart (T) Library Tower, Room 425 (420-4499)
- Employment Assistance
- Placement
- Resume Workshops
- Work Ethics
- Interviewing Techniques
- Workplace Etiquette

Bookstores
(T) Building "F" (420-4269)
- Books & Supplies
- Tuition Payment
- Refunds
- Lost & Found
- Parking Decals

Workkeys Assessments
Ms. Carol Millender (P) Building "J" (420-4347)

TrenholmTech
H. Councill Trenholm State Technical College

Online Learning Readiness Assessment

	Yes	No	Don't Know	
1.				Do you have access to a reliable, up-to-date computer with a printer and high-speed internet (NOT dial-up)?
2.				Does your computer have a current word processing program (such as Microsoft Word) and an internet browser (such as Internet Explorer), as well as updated antivirus software installed?
3.				Are you comfortable using e-mail, including sending and receiving file attachments?
4.				Do you have the ability to log onto an online course website and check your e-mail at least 3 times per week?
5.				Can you type (NOT 2-finger hunt-and-peck)?
6.				Are you comfortable learning new computer skills?
7.				Are you willing and able to download any free software plug-ins to your computer that may be required to interact with components of your online course?
8.				Do you have good time management skills (are NOT a procrastinator)?
9.				Do you have good reading skills?
10.				Are you self-disciplined enough to complete assignments by due dates without constant reminders from an instructor?
11.				Do you have as much free time to devote to an online class as you would to the same traditional on-campus class?
12.				Are you able to learn visually (from seeing) as well as you can from hearing?
13.				Are you willing and able to attend an on-campus orientation to the online class ?
14.				Are you willing and able to attend an on-campus session for the midterm and final exams?
15.				Are you willing to participate in online activities in which you may be required to post ideas and/or opinions in a public discussion forum or chat room?
16.				Are you willing and able to stay logged onto the course website for extended periods of time (perhaps an hour at a time)?

If fewer than 12 of your answers were "yes", you may not be ready for an online class. Students with 12 or more "yes" answers are more likely to succeed in an online class.